

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Alcoholic Beverage Control	70	5	75
	61	5	66
Customer Company Total	70	5	75
	61	5	66

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Alcoholic Beverage Control	70 2	5 0	75 2
Customer Company Total	70 2	5 0	75 2

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Alcoholic Beverage Control	70 0.07	5 0.00	75 0.06
Customer Company Total	70 0.07	5 0.00	75 0.06

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Alcoholic Beverage Control	70 0	5 0	75 0
Customer Company Total	70 0	5 0	75 0

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Alcoholic Beverage Control	70 0.11	5 0.00	75 0.11
Customer Company Total	70 0.11	5 0.00	75 0.11

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

Detail

INC000000306462	Cindy L Holmes	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.35
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000306641	Cindy L Holmes	None	None	None		TIR Missed: Yes	TIR: 1.41
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 1.42
INC000000307582	Cindy L Holmes	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.98
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 1.08
INC000000309029	Leonard Langford	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309914	Liquor Store 16	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309915	Liquor Store 37	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309917	Liquor Store 04	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309918	Liquor Store 15	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309919	Liquor Store 03	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309920	Liquor Store 32	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309941	Liquor Store 26	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309963	Liquor Store 45	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309964	Liquor Store 04	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309965	Liquor Store 06	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309966	Liquor Store 45	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309967	Liquor Store 19	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

INC000000309968	Liquor Store 26	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310253	Liquor Store 37	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310273	Vera D Pitt	Application	Error	McAfee VirusScan Enterprise		TIR Missed: No	TIR: 0.31
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 2.77
INC000000311199	Liquor Store 39	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311744	Margaret Hardie	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.11
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000312587	Liquor Store 05	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312599	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312610	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312614	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312618	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312641	Liquor Store 05	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312657	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312662	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312667	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312670	Liquor Store 04	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312677	Liquor Store 07	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312828	Liquor Store 33	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

INC000000313171	Liquor Store 03 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313174	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Surveillix Surveillance Systems Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313502	Penny Gann Metro D Desktop Support	Print/Copy/Scan/Fax Scott Hulse	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.06 1.06
INC000000313642	Liquor Store 30 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000313647	Liquor Store 29 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000314687	Cindy L Holmes Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.54
INC000000315516	Anita Knowley Voice Operations	Telecom Annette Nielsen	Call/Receive Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.22
INC000000315592	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315603	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315612	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315616	Liquor Store 15 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000315647	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315660	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000315669	Liquor Store 29 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316889	Liquor Store 06 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000319105	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321284	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

INC000000321287	Liquor Store 33 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321290	Liquor Store 18 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321296	Liquor Store 26 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321303	Liquor Store 28 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321307	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321313	Liquor Store 11 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321322	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000321937	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000322183	Liquor Store 14 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322184	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322185	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322186	Liquor Store 28 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322187	Liquor Store 25 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322188	Liquor Store 44 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322189	Liquor Store 44 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322190	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000322191	Liquor Store 45 Metro D Desktop Support	None Greg Clawson	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report May 2011

As of 6/1/2011

Alcoholic Beverage Control

INC000000322195	Liquor Store 09	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322196	Liquor Store 10	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000322197	Liquor Store 21	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322198	Liquor Store 22	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000322199	Liquor Store 28	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000322200	Liquor Store 29	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000322201	Liquor Store 37	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000322202	Liquor Store 41	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR: 0.00